

## Electronic Patent Application Fee Transmittal

|  |   |                 |               |                             |
|--|---|-----------------|---------------|-----------------------------|
| <b>Application Number:</b>                     | 10672472  |                 |               |                             |
| <b>Filing Date:</b>                            | 26-Sep-2003   |                 |               |                             |
| <b>Title of Invention:</b>                     | Performance metrics for telephone-intensive personnel |                 |               |                             |
| <b>First Named Inventor/Applicant Name:</b>    | Iain J. McNeill                                       |                 |               |                             |
| <b>Filer:</b>                                  | Francois De Villers/Andre Tacdiran                    |                 |               |                             |
| <b>Attorney Docket Number:</b>                 | 01-7096   |                 |               |                             |
| Filed as Large Entity                          |   |                 |               |                             |
| <b>Utility under 35 USC 111(a) Filing Fees</b> |   |                 |               |                             |
| <b>Description</b>                             | <b>Fee Code</b>                                       | <b>Quantity</b> | <b>Amount</b> | <b>Sub-Total in USD(\$)</b> |
| <b>Basic Filing:</b>                           |   |                 |               |                             |
| <b>Pages:</b>                                  |   |                 |               |                             |
| <b>Claims:</b>                                 |   |                 |               |                             |
| <b>Miscellaneous-Filing:</b>                   |   |                 |               |                             |
| <b>Petition:</b>                               |   |                 |               |                             |
| <b>Patent-Appeals-and-Interference:</b>        |   |                 |               |                             |
| <b>Post-Allowance-and-Post-Issuance:</b>       |   |                 |               |                             |
| <b>Extension-of-Time:</b>                      |   |                 |               |                             |
| Extension - 1 month with \$0 paid              | 1251  | 1               | 130           | 130                         |

| Description                       | Fee Code | Quantity | Amount | Sub-Total in USD(\$) |
|-----------------------------------|----------|----------|--------|----------------------|
| Miscellaneous:                    |          |          |        |                      |
| Request for continued examination | 1801     | 1        | 810    | 810                  |
| Total in USD (\$)                 |          |          |        | 940                  |